

# Charlotte Salliss-Jones

## CV

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### EMPLOYMENT

#### **ADMIN ASSISTANT- EURO PARKING SERVICES LTD**

From October 2025- Present

Answer phone calls from motorists regarding their Parking Charge Notices

Receive appeal and Transfer of Liability Letters and scanning them in

Uploading letters to corresponding PCN's on the parking portal

Processing ANPR tickets

Processing Cheque payments and Chargebacks

Processing and posting parking permits to clients

#### **CUSTOMER SERVICE ASSISTANT- BARKSTON PLASTICS LTD**

From June 2025 to August 2025

Manage the shared Service inbox and respond to queries from online customers.

Handle complaints such as damaged and missing orders.

Arrange replacement items and refunds for customers.

Answer the telephone and speak to customers in a professional and polite manner.

Organise online orders between our different manufacturing departments.

Liaise with the manufacturing team regarding bespoke orders and contacting the customer for any necessary clarification on their orders.

#### **TECHNICAL AND REGULATORY ASSISTANT- SURFACHEM (TEMP)**

From March 2025 to June 2025

Set up Cruelty Free declarations for cosmetic and industrial products

Sending declarations to Surfachem customers when requested

Using Sage CRM to locate product information and request Cruelty Free documents from suppliers

Communicating with colleagues to ensure efficient and effective delivery of declarations

#### **CUSTOMER CONTACT EXECUTIVE- STRIVE GROUP (TEMP)**

From September 2024 to January 2025

Calling Volvo customers to book MOT's and services

Generating quotes based on registration number and mileage estimates

Corresponding with service departments for various Volvo dealers to gather lead times and assistance with customer queries.

Answering and handling objections from customers such as price and distance from the main dealer

Processing bookings and managing daily KPI's.

### **LIBRARY AMBASSADOR – LEEDS ART UNIVERSITY**

From November 2021 until June 2024

Assisting students to return borrowed books via the computer system (Liberty).

Processing books reserved by students.

Re-shelving and re-labelling of books.

Retail Assistant for the library shop which includes cash and card sales via a manual till, using a credit card machine and re-stocking merchandise.

Tidying shelves and assisting with stock takes.

On occasion I worked solo and secured the library at closing time.

### **RETAIL SALES ASSISTANT – RYMAN STATIONERY (TEMP)**

From July 2023 to October 2023

Cash and card sales on an electronic till.

Stocking and rearranging shelves as needed.

Upselling our “hot products” when necessary.

Signing customers up for the Ryman Rewards scheme.

Printing and photocopying documents for customers.

Processing DHL parcels and aiding customers with filling out the online form.

Helping customers send money through Western Union.

Wiping down surfaces, changing the bins and sweeping at closing time.

### **BARISTA – STARBUCKS (SUMMER)**

From June 2022 to September 2022

Making hot drinks when on Bar 1 and making cold drinks when supporting another barista.

Taking orders at the till whilst greeting the customers with a smile and making them feel welcome. This included taking payments via cash and the credit card machine.

Cooking hot food orders and warming up pastries using the oven.

Packaging online orders for apps such as Uber Eats and Just Eat.

Assisting on opening and closing shifts, including cleaning tables, sweeping and mopping, as well as cleaning the oven when needed.

Carrying out designated cleaning tasks throughout the day, which would change with each shift.

### **RETAIL SALES ASSISTANT – WH SMITH**

From June 2019 to August 2021

Cash and card sales via an electronic till.

Clean and tidy merchandise areas.

Assist customers with any queries they may have in regards to products.

Work at other stores to cover staffing gaps.

Assist with deliveries, stock takes and audits.

On occasions, I assisted with store closure.

## **EDUCATION**

### **Solihull Sixth Form College**

From September 2019 to June 2021

BTEC Level 3 Diploma in Art and Design: (Triple Distinction\*)

### **Leeds Arts University**

September 2021 – May 2024

BA (Hons) Animation- 2:2